

Communications

Starting 4-15-2008, the following changes will be instituted at the Whirlpool Techline:

- All Technicians calling into the Techline will be required to be with the appliance. If not, they will be asked to Email or Fax their request in to the Techline. We are instituting this policy so the Whirlpool Techline Consultants can focus on providing better assistance to the Technician with the appliance.
- All Emails will automatically be entered into the Siebel system by a process called POP 3. Faxes will be manually entered into Siebel. Email will benefit the service company because the file is created in Siebel and then answered from the program. All Emails and Faxes will be answered the same day, if in by 3pm E.S.T., or the next day if after 3pm E.S.T.

Whirlpool Techline closings for 2008

- The Whirlpool Techline will close on the 1st and 3rd Monday of each month at 3pm E.S.T.
- This will allow the Whirlpool Techline to cover training, in home agent housekeeping and review of field issues
- During these closings, service companies may Fax or Email their request in.

Whirlpool Techline Numbers

- Whirlpool Techline 800-832-7174
- Whirlpool Fax number 800-772-9172
- Whirlpool Email Address
Whirlpool_Techline@whirlpool.com
- Whirlpool Engineering
Feedback Audix line 800-990-6254

Technician Prerequisite Before Calling Whirlpool Techline

- Technician must be with the appliance.
- Technician must be able to articulate the customer's complaint about the appliance.
- Technician must run diagnostics (if available) and note all failure codes.
- Home electric (outlet/connection) must be checked for proper voltage, polarity, and grounding—prior to calling.
- If temperature issue, tech will have temperature reading in accordance with Whirlpool temperature testing guidelines.
- Technician will have all necessary tools and meters with them.
- Unit will be ready to be accessed, controls, transformers, switches, etc.
- Technician will give a brief rundown on the issue and what repairs were done to unit. Include all parts that were replaced.
- Technician will have complete Customer information:
 - Customer's last name
 - “Builder”, “Construction company”, “Dealer stock” is not acceptable as customer's name. Will need the Builder's, Construction company's, or Dealer's information.
 - Telephone number where the appliance is located. (Cell phone only if they do not have a phone in the home.)
 - Complete address, including city, state, zip code.

Whirlpool Engineering Feedback Line

- Whirlpool sees the need for Field Technicians to have a means of feedback directly to product engineers.
- Whirlpool has set up a telephone number with Audix mailboxes for each major group of appliances.
- You'll be able to leave comments on issues you see in the field by calling in and leaving the following information.
 - Your name
 - Name of company you work for
 - Your cell phone number or company phone number
 - Model and serial number of appliance
 - Brief statement of the Quality issue you see
 - Remember that this line is not used for advice on the repair of the unit. It is to report Quality issues only.
 - A product engineer will be assigned to monitor their product mailbox.
 - At times, an engineer may call you for further information.

Whirlpool Engineering Feedback Line

Whirlpool Engineering feedback line: 800-990-6254

Laundry products, press # 1

Cooking & Microwave products, press #2

Refrigeration & Air Conditioning products, press # 3

Dishwasher & Compactor products, press # 4